➢ Operation Management

▪ Service Order Management

❖ Create Services Order

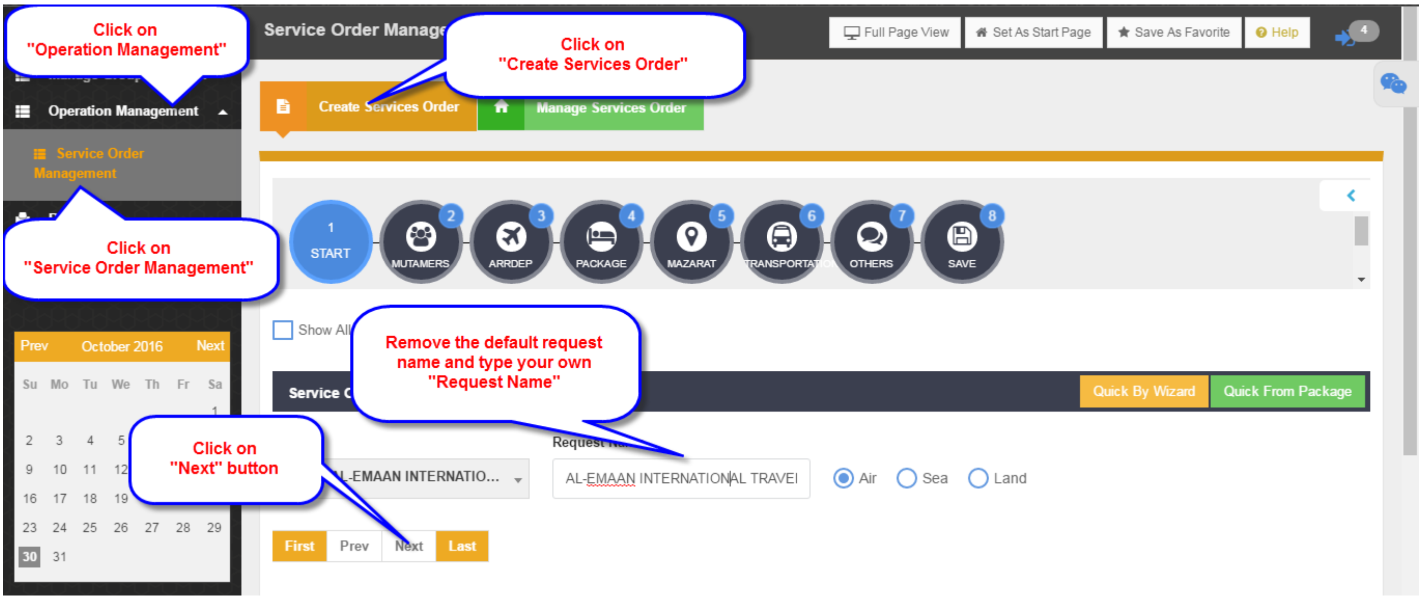
Step 1: Click on “Operation Management”

Step 2: Click on “Service Order Management”. For better view click on full screen.

Step 3: Click on “Create Services Order” Tab

Step 4: Type the Request Name in “Request Name” field. The External Agent’s name is written by default. You can type your own service order name.

Step 5: Click on “Next” button.

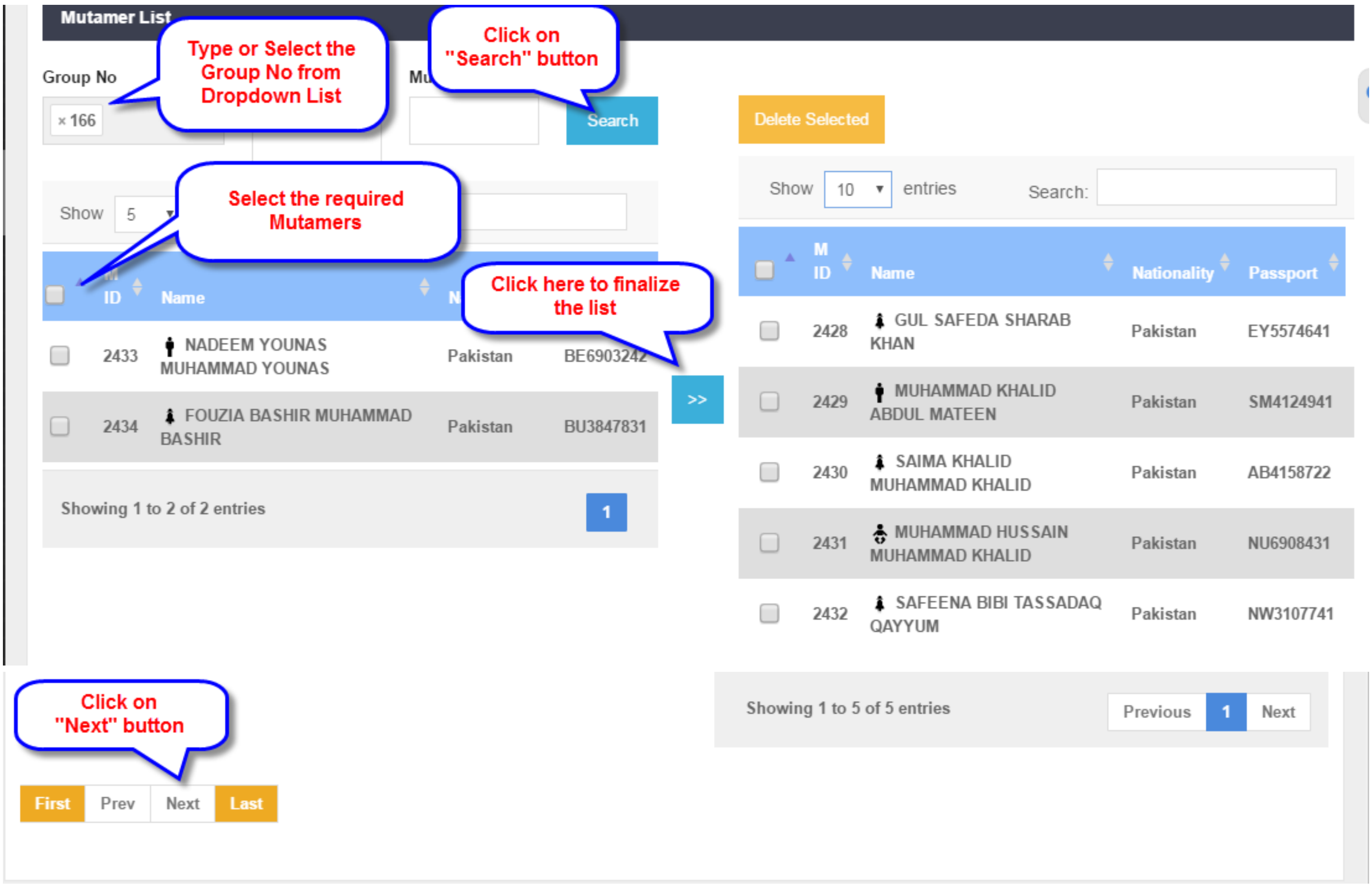


Step 6 : Type or Select the Group Number from Dropdown list and click on “Search” button.

Step 7: Select those Mutamers who are travelling from Mutamer list, select all if they are all travelling together.

Step 8: Click on “>>” button to finalize the Mutamer List. If you would like to remove any Mutamer then just select the Mutamer and click on “Delete” button

Step 9: Click on “Next” button.

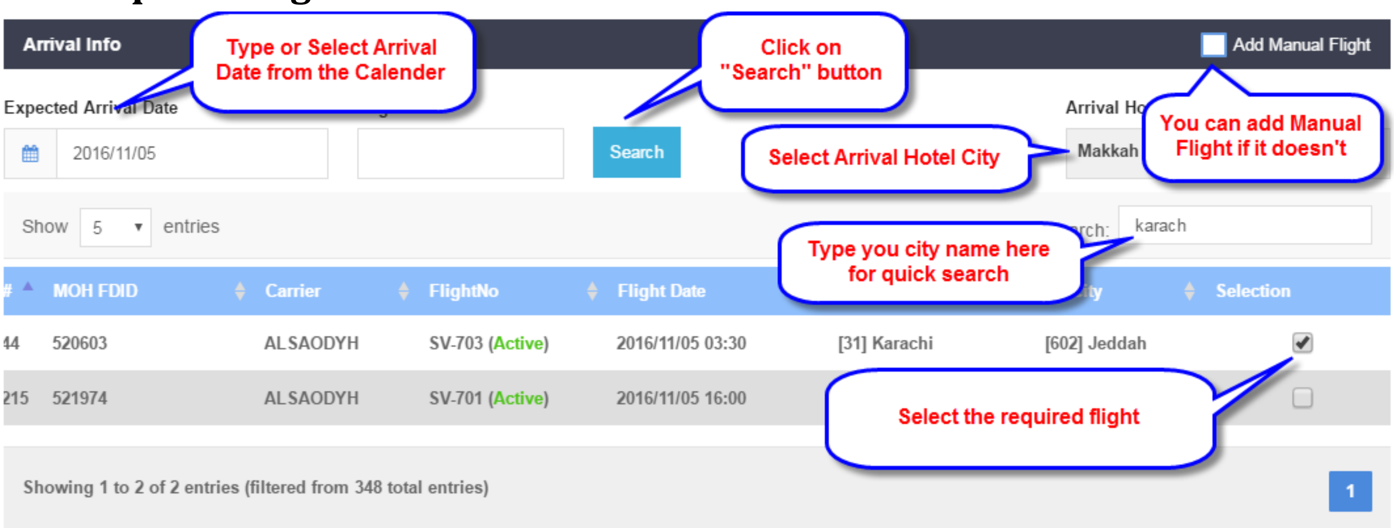


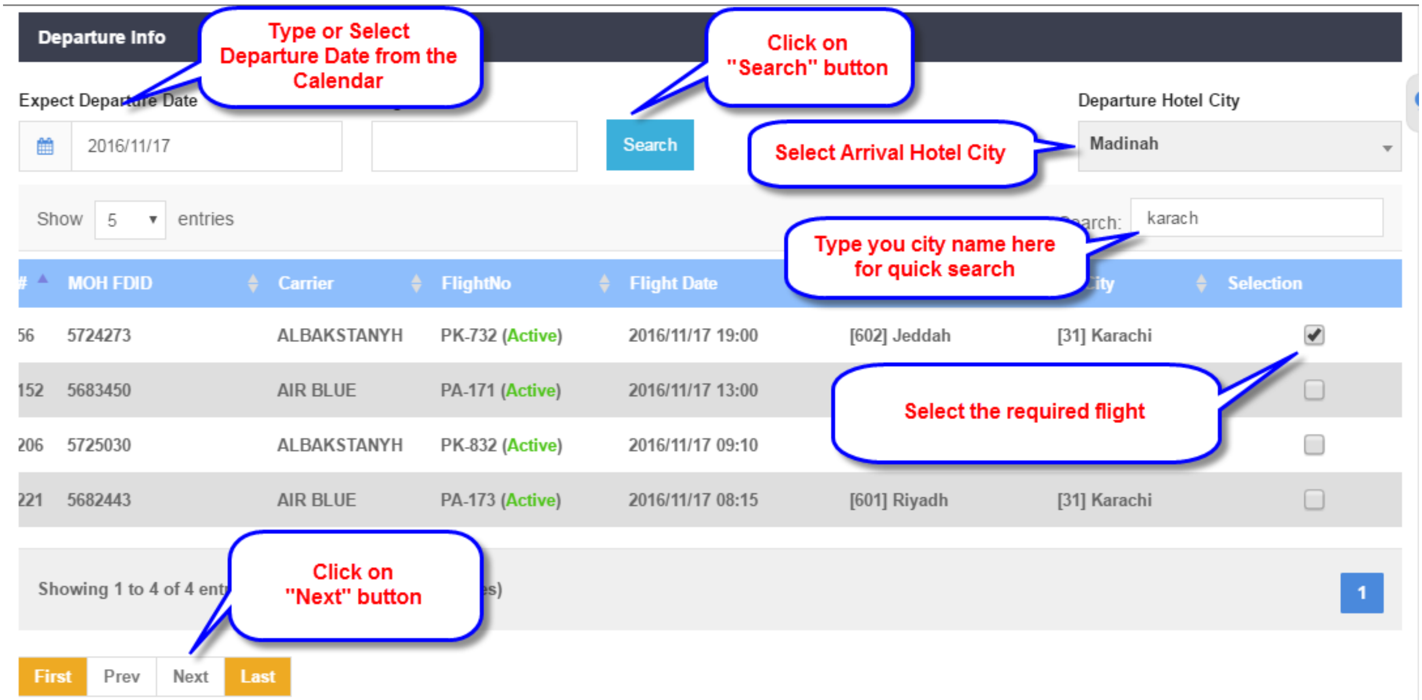
Step 10: Type or Select Arrival Date from the calendar and click on "Search"

Note : If your flight doesn't exist in the table then click on "Add Manual Flight" to add the details.

Step 11: Select the Arrival Hotel City from drop down list.

Step 12: Type your city name in "Search" box for quick search and select the required flight.





Step 13: Type or Select Departure Date from the calendar and click on "Search"

Note : If your flight doesn't exist in the table then click on "Add Manual Flight" to add the details.

Step 14: Select the Departure Hotel City from drop down list.

Step 15: Type your city name in "Search" box for quick search and select the required flight.

Step 16: Click on "Next" button.

Step 17: Select you first arriving city from Drop Down list. i.e Makkah or Madinah.

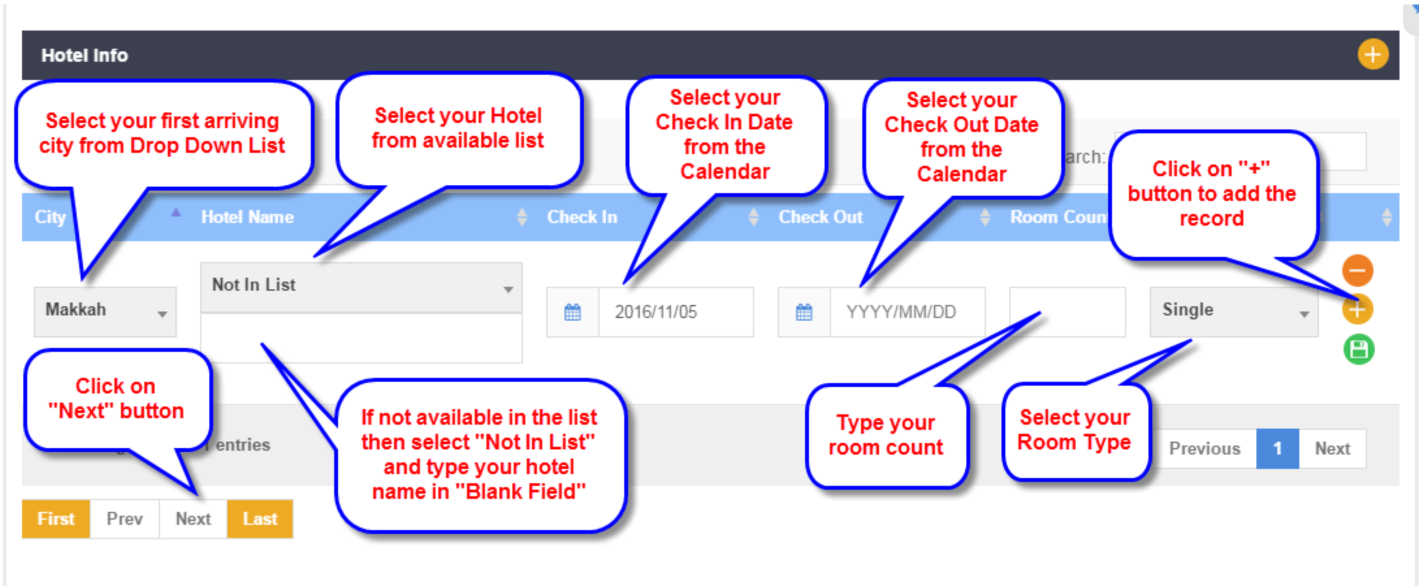
Step 18: Select your required hotel from Drop Down list, if hotel is not available in the list then click on "Not In List" and type your hotel name in blank field.

Step 19: Select your Check In and Check Out Date from the calendar.

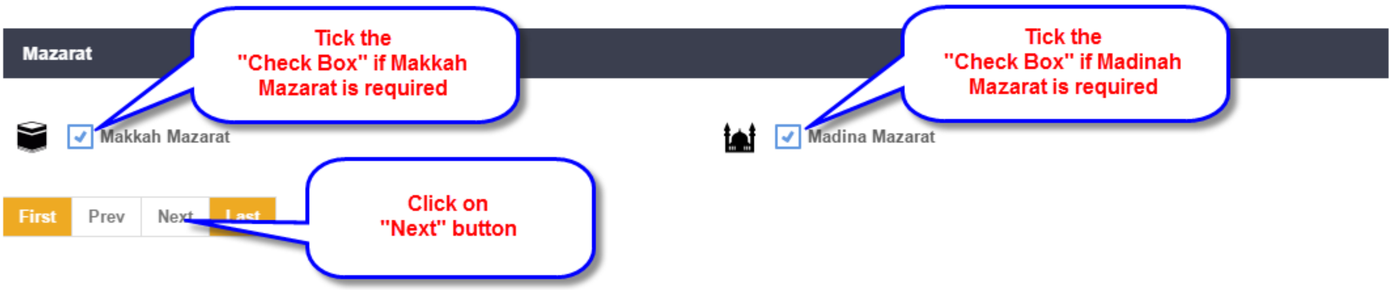
Step 20: Select your room count and room type and click on "+" button.

Step 21: Repeat steps 18, 19 and 20 for next City. You can add more hotels without any restriction.

Step 22: Click on "Next" button.



Step 23: Tick the "Check Box" if Mazarat in Makkah and Madinah are required and click on "Next" button.



Arrival Transportation Info:

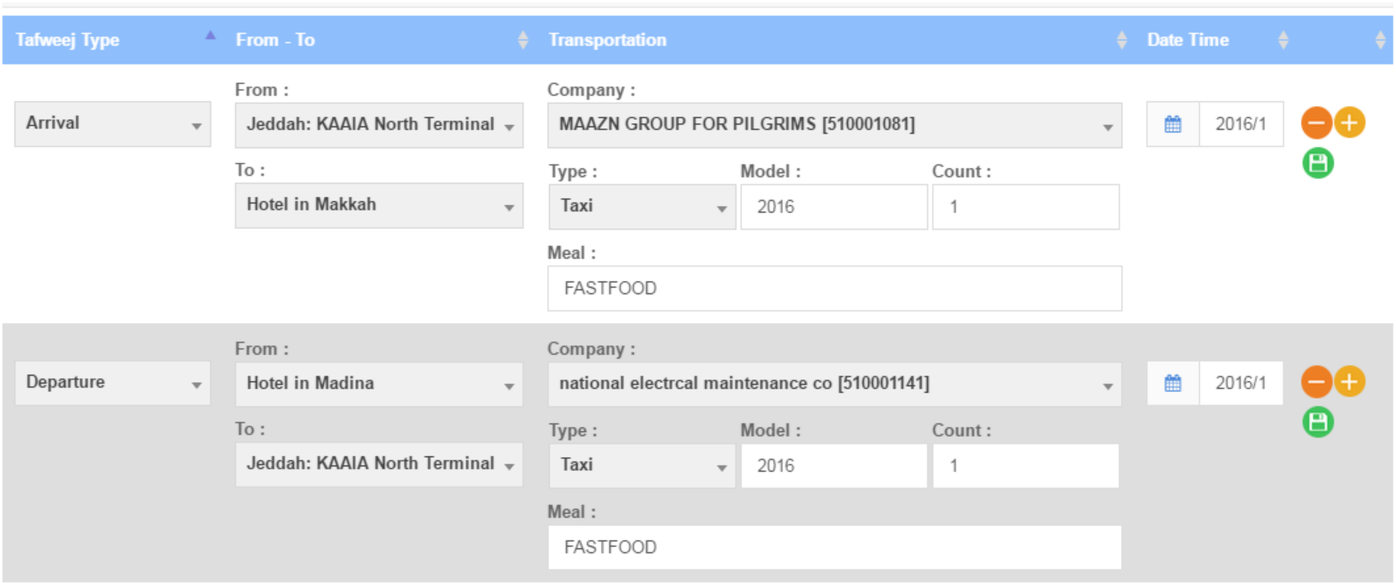
Step 24: Enter your Transportation details for Arrival. Select your Arrival Port and arrival city.

Step 25: Under Transportation section, select your transport company from drop down list. If Transport Company is not available in the list then click on "Not In List" and type your Transport name in blank field.

Step 26: Select Transport Type from drop down list. i.e. Bus, Private Car, Taxi

Step 27: Type your required transport vehicle model and count.

Step 28: Type your required Meal in "Meal" field.



Departure Transportation Info:

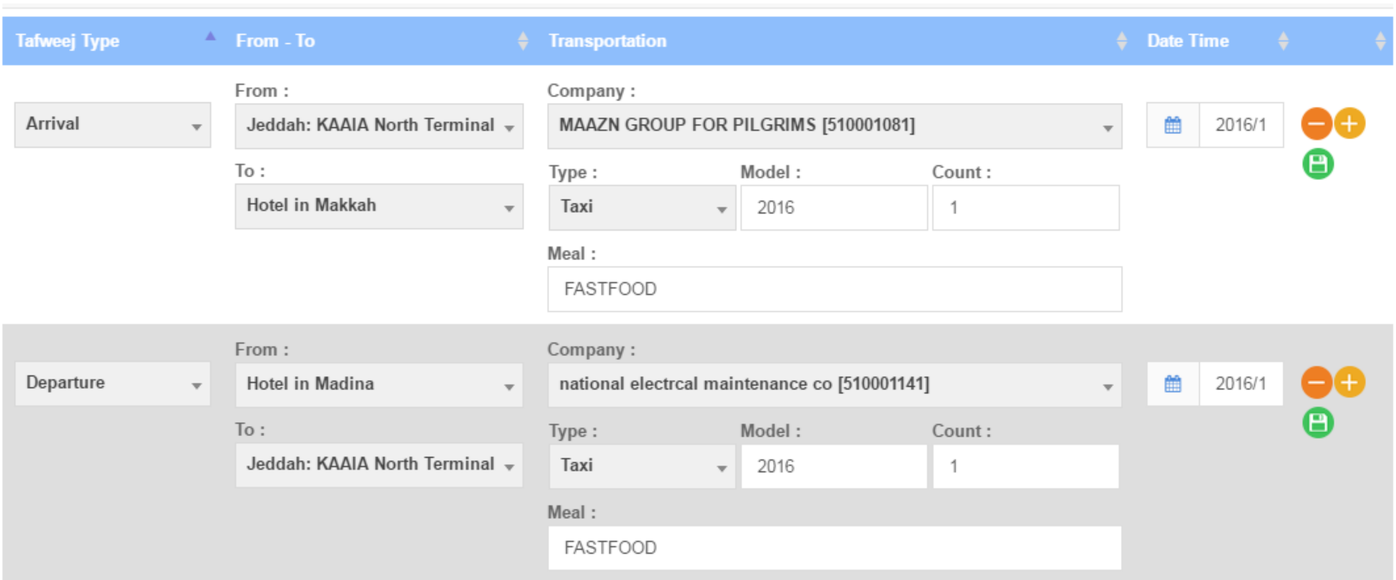
Step 29: Enter your Transportation details for Departure. Select your Departure Port and departure city.

Step 30: Under Transportation section, select your transport company from drop down list. If Transport Company is not available in the list then click on "Not In List" and type your Transport name in blank field.

Step 31: Select Transport Type from drop down list. i.e. Bus, Private Car, Taxi

Step 32: Type your required transport vehicle model and count.

Step 33: Type your required Meal in "Meal" field.



Mazarat Makkah Transportation Info:

Step 34: Enter your Transportation details for Mazarat. Select "Internal" from drop down list.

Step 35: Select From "Hotel in Makkah" To "Mazarat in Makkah"

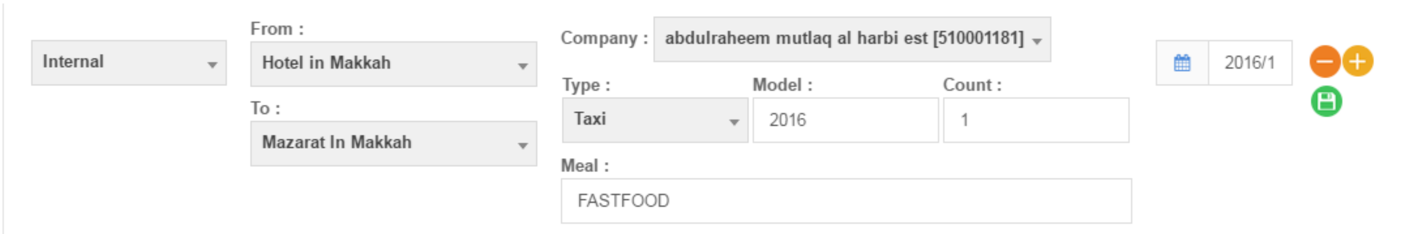
Step 36: Under Transportation section, select your transport company from drop down list. If Transport Company is not available in the list then click on "Not In List" and type your Transport name in blank field.

Step 37: Select Transport Type from drop down list. i.e. Bus, Private Car, Taxi

Step 38: Type your required transport vehicle model and count.

Step 39: Type your required Meal in "Meal" field.

Step 40: Type or Select Mazarat Date from Calendar. Click on "+" button to add one more record.



Internal Transportation Info From Makkah To Madinah:

Step 41: Enter your Transportation details from Makkah To Madinah. Select "Internal" from drop down list.

Step 42: Select From "Hotel in Makkah" To "Hotel in Madinah"

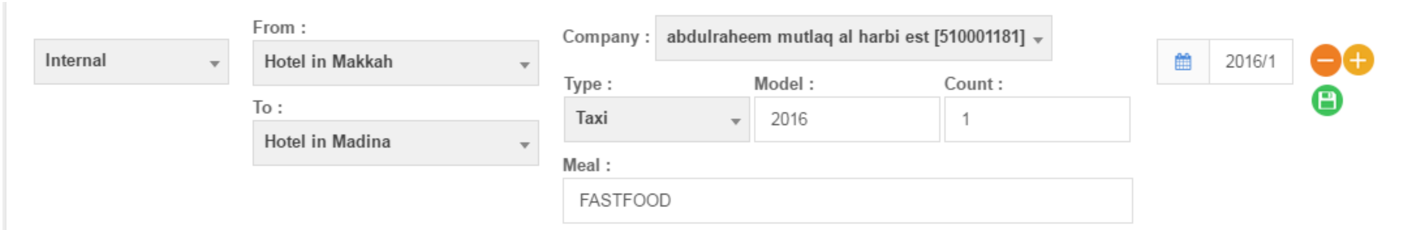
Step 43: Under Transportation section, select your transport company from drop down list. If Transport Company is not available in the list then click on "Not In List" and type your Transport name in blank field.

Step 44: Select Transport Type from drop down list. i.e. Bus, Private Car, Taxi

Step 45: Type your required transport vehicle model and count.

Step 46: Type your required Meal in "Meal" field.

Step 47: Type or Select "Movement Date" from Calendar.



Mazarat Madinah Transportation Info:

Step 48: Enter your Transportation details for Mazarat. Select "Internal" from drop down list.

Step 49: Select From "Hotel in Madinah" To "Mazarat in Madinah"

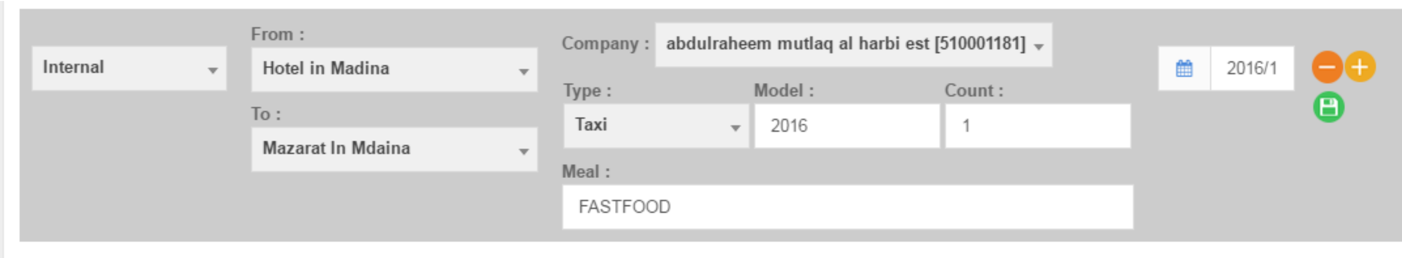
Step 50: Under Transportation section, select your transport company from drop down list. If Transport Company is not available in the list then click on "Not In List" and type your Transport name in blank field.

Step 51: Select Transport Type from drop down list. i.e. Bus, Private Car, Taxi

Step 52: Type your required transport vehicle model and count.

Step 53: Type your required Meal in "Meal" field.

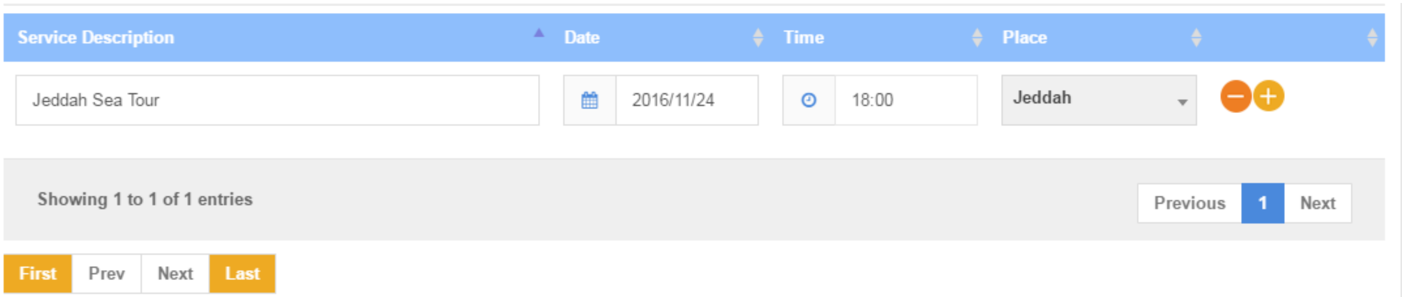
Step 54: Type or Select "Mazarat" Date from Calendar.



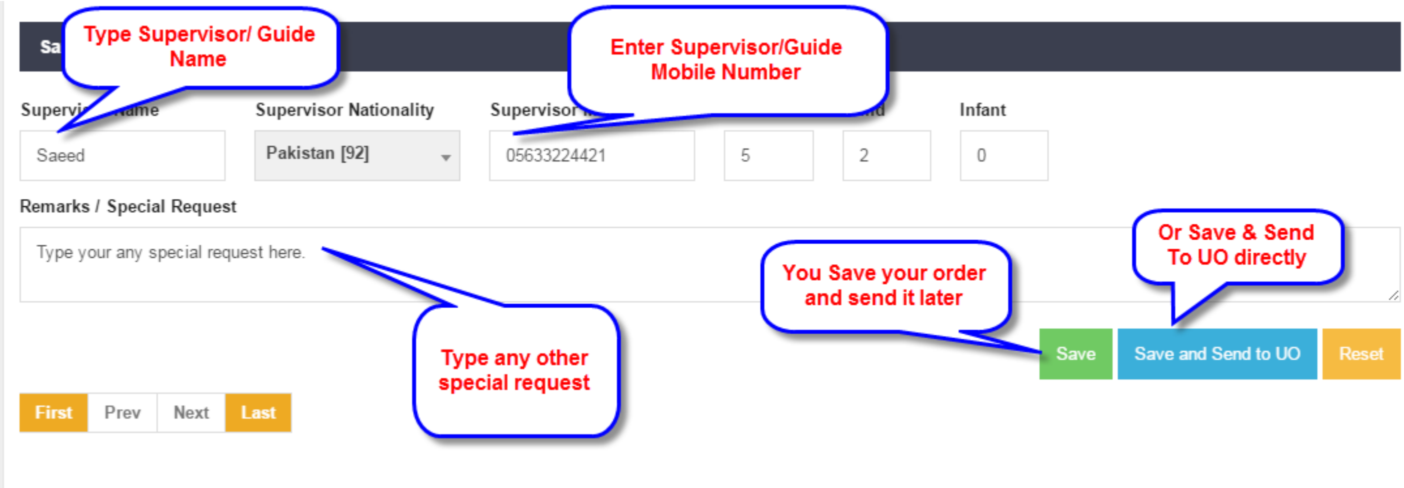
Step 55: Click on "Next" button.

Step 56: If you would like to request for other services i.e Jeddah Sea Tour, then just type the service description in "Service Description" field.

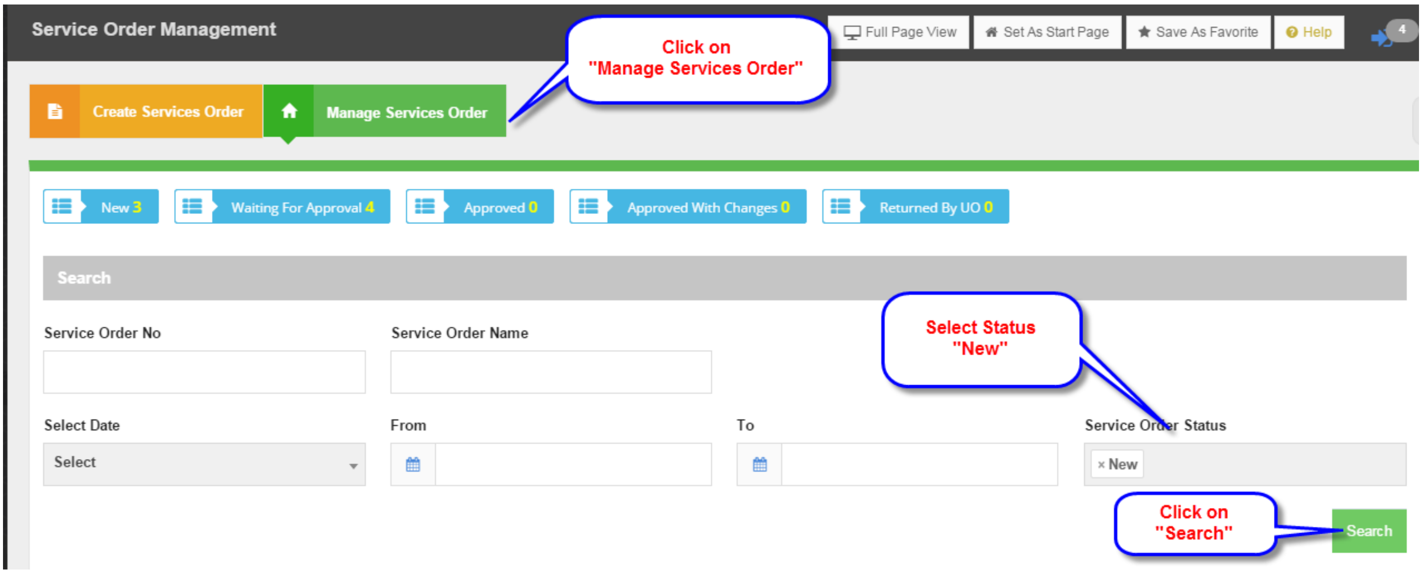
Step 57: Type or select Service data from Calendar, type Service date i.e. 18:00, Select the city from "Place" drop down list. Click on "Next" button.



Step 58: Enter Supervisor/Guide Name, Mobile Number, Nationality. Add any special request and click on "Save" to save the record and send to UO later or click on "Save and Send To UO".



Step 59: Click on "Manage Services Order" . Select Status "New" and click on "Search"



Step 60: Tick the "Check Box" and click on "Print and Agent Service Order" to print the service order. Click on "Send To UO" to send your service order to your Umra Operator.

